GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4615
ANSWERED ON:30.03.2017
Facilities to Air Passengers by Airlines
Patel Shri Dilip

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government is aware of cases of poor services and lack of facilities provided by various airlines to passengers;

(b) if so, the details thereof for the last three years and the current year, airline/ year-wise;

(c) the action taken by the Government against such erring airlines; and

(d) the steps taken by the Government to redress the grievances of air passengers?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a) to (d): As per the prevailing regulations issued by Directorate General of Civil Aviation (DGCA), airlines are required to establish complaint redressal mechanism and redress the passenger complaint within stipulated time frame. Airline wise passenger complaint for 2014, 2015, 2016 and 2017 (up to February) is placed at Annexure-I.;
;
DGCA has issued Civil Aviation Requirement (CAR), Section-3- Air Transport, Series M, Part-IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". Airlines are required to provide facilitation/compensation to passengers as per conditions specified in the CAR. ;
;
Further, Ministry has recently launched the Air Sewa App & Portal, an initiative to offer people a convenient and hassle free air travel experience. Air Sewa initiative of the Ministry also covers grievances relating to all Airlines.